



## **Contact Representative GS-962-05 – Franklin, TN**

***The IRS has 60 positions available as a Contact Representative in Franklin, TN.***

**As a Contact Representative you will:**

- Provide technical assistance to individuals and businesses primarily through telephone interaction
- Address a wide range of issues and problems requiring unique solutions
- Apply the tax code to assist taxpayers in understanding and meeting their tax responsibilities
- Make determinations and use sound judgment to resolve taxpayer disputes and delinquency issues
- Analyze and evaluate information using computerized records and online systems

### **Job Information:**

- You must be a citizen of the United States.
- The open period to apply is Wednesday, July 13, 2016 – Friday, July 29, 2016.
- Positions are Full Time – Seasonal which usually last 4-6 months but may be extended.
- Benefits may be Offered
- Work hours are 9:00am – 5:45pm M - F
- Must have one year specialized customer service experience or a 4-year degree – or a combination of work experience and education.
- Anticipated Start Date will be November 14, 2016
- Salary Range \$32,318.00 – 42,012.00
- Positions are located at 127 International Drive, Franklin, TN. 37067

To apply for this terrific job opportunity, visit the IRS on USAJobs:  
[www.jobs.irs.gov/USAJOBS](http://www.jobs.irs.gov/USAJOBS)

Announcement Number: 16CS2-WIX0122-0962-05-CH